THE CITY OF Penticton

A PLACE TO STAY FOREVER

2010 Annual Report

Table of Contents

	Page #
Message from the Mayor	5
Penticton City Council	6
Community Profile	7
Mission Statement & Vision	8
Volunteers	9
Awards	10
Organizational Structure	12
Message from the City Manager	13
Divisional Reports	
Corporate Services	15
Legislative Services	17
Financial Services	19
Information Technology	20
Human Resources	22
Fire Department	23
RCMP / Policing	25
Operations Division	27
Electrical	29
Engineering	31
Water Treatment Plant	33
Waste Water Treatment Plant	34
Public Works	35
Parks	36
Fleet Services	38
Development Services	39
Recreation & Culture	43
Recreation	45
Facilities	47
Museum	49
2010 Financial Statements	Schedule "A"
2010 Tax Exemptions	Schedule "B"

Message from the Mayor

On behalf of Council and Staff, we are pleased to present our 2010 Annual Report for the City of Penticton.

In the first year of Council's three year mandate, Council initiated a call for proposals for a core services review to look at service improvements, cost reductions and efficiencies, increased accountability and productivity and last but not least...the use of common sense.

In 2010, Council maintained its strong focus and commitment to this initiative and the review yielded 64 recommendations to review and improve the organizational structure and workforce.

Implementing as many of the recommendations from the Core review as possible was Council's top priority in 2010 and with the hiring of our new City Manager Annette Antoniak, Staff and Council were able to work collaboratively to address many of those recommendations.

Council is very pleased with the efforts being made by Staff in helping work through the challenges presented in the Core Services Review. The changes taking place within the City workplace have been difficult for many and I apologize for this, but the changes were necessary.

When this Council was elected, we knew that Penticton had to face some difficult decisions by changing the way it provided governance to its citizens - and 2010 was our most challenging year. With hard work and use of common sense, Council and Staff were able to successfully conquer one of its biggest challenges – reducing the City's $1.7M structural deficit and providing our residents with a 0.5% tax decrease. This was quite an undertaking and we are very proud of this accomplishment. Contrary to the thoughts of some, the change in the direction of taxation trends is not for electioneering, but for some financial relief to the Citizens of Penticton who have been constantly faced with tax increases.

Moving forward into 2011, Council, with the support of staff, our citizens and business and community leaders, will continue to build on our achievements by searching for more ways to be productive and efficient in a respectful and cooperative manner. In 2011, watch for a re-vamped more user friendly website that promises to yield more information, searches, and on-line services. Council is confident it will fulfill its vision and with the help of the wonderful employees of the City, the citizens will be provided with the best service and finest facilities possible.

Dan Ashton
Mayor

Penticton City Council

City Council is made up of the Mayor and six Councillors. Elected every three years by the citizens of Penticton, City Council is a legislative body that provides leadership to the City's government.

City Council is committed to ensuring that the priorities of the local citizens guide the policies it establishes and the decisions it makes on civic matters such as land use and budget levels for operations and capital expenditures.

Back row: Councillor Garry Litke, Councillor Dan Albas,
Councillor Andrew Jakubeit, Councillor Mike Pearce
Front row: Councillor Judy Sentes, Mayor Dan Ashton, Councillor John Vassilaki

COMMUNITY PROFILE

Penticton or *snpintktn* as translated from the Interior Salish language of the Okanagan First Nations means "a place to live forever". Englishman, Tom Ellis was the first non-Native settler in the area who took the meaning to heart and settled here for good in 1865. By 1907, Penticton had grown to the bountiful size of 600 residents, and was officially recognized by the British Columbia Government as a municipal district. The building of the Kettle Valley Railroad between 1910 and 1915, increased the population to around 1500 people. By 1921 Penticton was 4,000 strong, but it took until 1948 to gain city status.

A vibrant community with a population of over 33,000, Penticton offers all of the amenities of a larger urban centre, yet maintains charm and friendliness of a small community. Penticton has a strong commitment to economic development. Incentives, zoning, and investments in infrastructure are strategically aimed to create success for businesses and deliver economic returns to the city. The area has become a prime destination for residential and small business relocations due to the gentle climate, excellent transportation link, strong labour force and the ready availability of first-rate recreational opportunities. Penticton offers business, retirement and investment opportunities in a location that is second to none.

Penticton's economy is based on:

- agriculture (130 wineries are in the Okanagan and Similkameen),
- tourism (1.5 million visitors per year; 41 hotels),
- manufacturing (85 companies are based here),
- and retirement (25% of the population is over 65 years of age).

The overall quality of life in Penticton is enhanced by having the most attractive climate in all of Canada, with low levels of precipitation, high average temperatures, comfortable humidity levels, short winters and early spring seasons.

Penticton is an all-season playground, surrounded by two fresh water lakes and gentle rolling mountains. Penticton boasts four ice arenas, an indoor pool with state of the art water features, an events centre, convention centre, curling rink and an indoor soccer facility. The Okanagan Valley offers one of the longest golf seasons in Canada with courses nestled in vineyards, carved from canyons or appearing like lush oases on the desert landscape. Skiers can enjoy Apex Mountain Ski Resort or Nickel Plate Cross Country ski trails, only a 30 minute drive from Penticton.

Mission Statement

The City of Penticton exists to enhance the quality of life for our citizens, visitors and future generations.

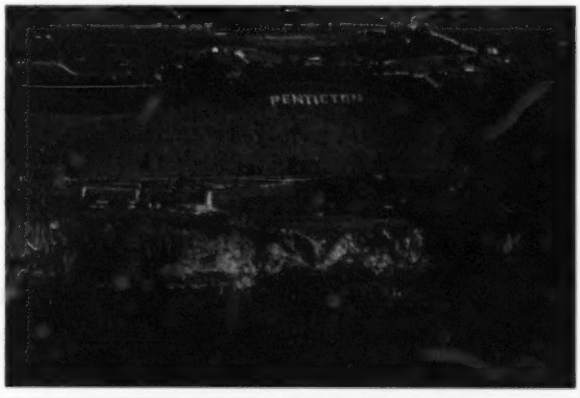
We strive to live in harmony with each other and our environment and further our citizens' economic, physical and social wellbeing.

"WORKING TOGETHER FOR YOU"

Vision

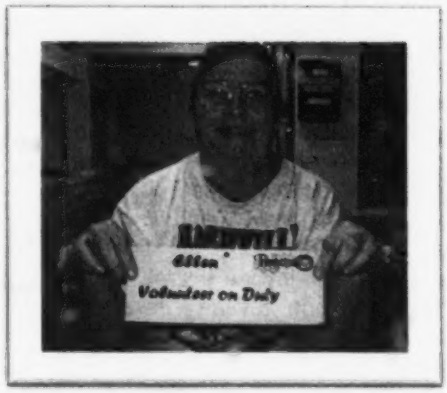
As a result of the public's participation, it is evident that residents of Penticton are interested in sustainable development that embraces a true sense of community with priorities set on quality of life for the elderly as well as the young, and for the environment as well as commerce.

Pentictonites envision a more complete community, an environmentally aware community, a socially responsible community, a community of continued economic diversity and increased economic opportunity, a community with increased transportation choice, a community which celebrates its heritage, culture and its creative and artistic makeup, and an involved community, prepared to invest their time to ensure that the vision is not lost or forgotten.



VOLUNTEERS

Volunteers enrich every community but the spirit and dedication of Penticton's volunteers is second to none. Without the constant help and dedication of volunteers, many of the festivals and events would not occur. It takes countless volunteer hours to host events such as the Peach Festival, Olympic Torch Relay, Ironman Canada Triathlon, Elvis Festival, Peach City Beach Cruise, Kiwanis Music Festival, Music in the Park, Okanagan International Children's Festival, Oktoberfest, Meadowlark Festival, Jazz Festival, Canada Day celebrations, Dragonboat Festival and the many, many other events and activities that take place thanks to the generous efforts of volunteers.



Council advisory committees are made up of individuals who volunteer their time and expertise to committees appointed by the Mayor. The committee members meet on a regular basis to discuss matters and make recommendations to Council. The 2010 committees and boards consisted of the following: Agriculture Advisory Committee, BC Climate Action Charter Compliance Advisory Committee, Community Development Advisory Committee, Development Services Advisory Committee, Downtown Enhancement Advisory Committee, Emergency/Protective Services Advisory Committee, Heritage, The Arts & Culture Advisory Committee, Okanagan Waterfront Enhancement Advisory Committee, Parks & Recreation Advisory Committee, Seniors Advisory Committee, Transportation Demand Management Advisory Committee, Fiscal Review Board, Public Asset Review Board and South Okanagan Event Centre Advisory Board.

Penticton is also fortunate to have a dedicated team of Emergency Social Services (ESS) volunteers who provide short-term assistance to citizens who are forced to leave their homes because of fire, floods, earthquakes or other emergencies. During such emergencies, ESS staff are responsible for the opening of a reception center to facilitate the following:

- Register evacuees with the Red Cross to help reunite families.
- Provide referrals for food, clothing and shelter, as funded by the Provincial Emergency Program.
- Provide personal services such as first aid, emotional support, counseling, basic health care and much more.
- Arrange group lodging if no commercial facilities are available.

At the Community Centre, volunteers help out as program assistants, as theatre ushers and as assistants in aquatic rehabilitation. The Museum and the Parks department also benefit from volunteers. And it does not go unnoticed that volunteers are helping in many other areas of the community such as a schools, the hospital, seniors centers, and anywhere someone needs a helping hand.

Penticton volunteers are ordinary people with extraordinary hearts. They offer their time and talents to help, to teach, to listen, to inspire. Thank you volunteers for making Penticton a better place to live.

Awards

Conservation Award

The City of Penticton received a Conservation Award from FortisBC PowerSense for water infrastructure upgrades. The City completed a multi-faceted plan to increase reliable water supply to residents, while reducing energy use. The water capacity project, included building a new, strategicaliy located pump station that is outfitted with high efficiency pumps and motors. A second project at the wastewater treatment plant saw a three-year change out of pumps and motors at the treatment plant and the two main lift stations.

Penticton now has a more secure water supply and is pumping less water from Okanagan Lake, resulting in significant reductions in energy consumption. The new pump station reduces the distance water has to travel, lessening energy consumption. New pumps, piping and motors have resulted in a 30 to 40 per cent decrease in energy consumption with in a total savings of 992,184 kWh/year.

Leadership Award

The City of Penticton received a Leadership Award from FortisBC PowerSense for the City's GreenSense project which expanded our message and reached new business stakeholders across the community in an effort to conserve water and energy.

The Program Coordinator applied for grant monies from FortisBC, Regional District of Okanagan-Similkameen and Okanagan Water Basin Board. Part of the grant proposal was to change the focus of the GreenSense program from residential to small and medium sized enterprise. The goal was to reduce electric, water and solid waste by focusing on the financial gain for businesses. Businesses received an energy audit with savings suggestions. Participants also received a sticker, identifying GreenSense program participants to consumers.

Commonwealth Honour and Rescue Award

Four of our municipal workers were honoured with a Commonwealth Honour and Rescue Award from the B.C. and Yukon Branch of Livesaving Society for "acting decisively under critical circumstances, exceptional team-work, and commitment to duty" in saving a man from possible drowning. On October 13, 2010, a citizen alerted Parks Maintenance worker Tony Molachuk that a man in the lake was possibly in distress. After spotting the man and considering weather conditions, the Foreman, Todd Whyte contacted the Fire Department. Ed Deuschle and Mauricio Cepeda, who operate the Parks workboat, overheard the radio conversation. Knowing the Parks boat was moored at the marina, they took it onto the lake.

The man was located nearly half a kilometer from shore. A strong southerly wind made it impossible for the man to return to shore.

The crew pulled the man into the boat and brought him to shore where the Fire department staff attended.

HEROIC SERVICE CUPS 608 members Tony Molachyk, Mauricio Cepeda, Ed Deuschle and Todd Whyte received certificates of appreciation from Penticton's CAO Annette Antoniak (left) and Mayor Dan Ashton (right).

Working Towards A Sustainable Future

The City of Penticton has undertaken a corporate climate action plan to define a baseline inventory of corporate energy consumption and greenhouse gas (GHG) emissions for 2009 and to develop a plan to reduce those emissions in an effort to meet their voluntary commitment become carbon neutral beginning in 2012. This plan identifies opportunities for the City of Penticton to reduce GHG emissions resulting from corporate operations over the next 5 years by approximately 15%.

City of Penticton Organizational Structure

Citizens of Penticton (residents, property owners, businesses)

City Council

Chief Administrative Officer

Annette Antoniak

Human Resources

Gillian Kenny
Manager

Financial Services

Doug Leahy
CFO

Operations Division

Mitch Moroziuk
Director

Recreation & Culture

Dave Lieskovsky
Manager

Policing (RCMP)

Brad Haugli
Officer in Charge

Development Services

Anthony Haddad
Director

Legislative Services

Cathy Ingram
Manager

Fire Department

Wayne Williams
Fire Chief

Message from the City Manager

In 2009, Council initiated a core services review with the primary objectives of identifying cost savings, service improvement opportunities, and reviewing the City's organizational structure and workforce. The core review examined many aspects of the City of Penticton and 64 recommendations were provided for service improvements, cost reductions, increased accountability and management.

In 2010, Council and staff embarked on the challenging task of implementing many of the identified cost reduction measures through its 2011 budget process, with the majority of focus being on a re-alignment within the corporate structure and reduction of the $1.7M structural deficit, all while maintaining a 0.5% tax decrease.

The City made great strides in providing better customer service to its residents in 2010 by undertaking several customer service initiatives. Many cost savings and revenue generating measures were also implemented in 2010. Some included: applying for several federal, provincial and private grants; spearheading in-house technical training programs; improving volunteer opportunities; joint marketing initiatives, and revising the fees and charges bylaw to reflect a more user pay system.

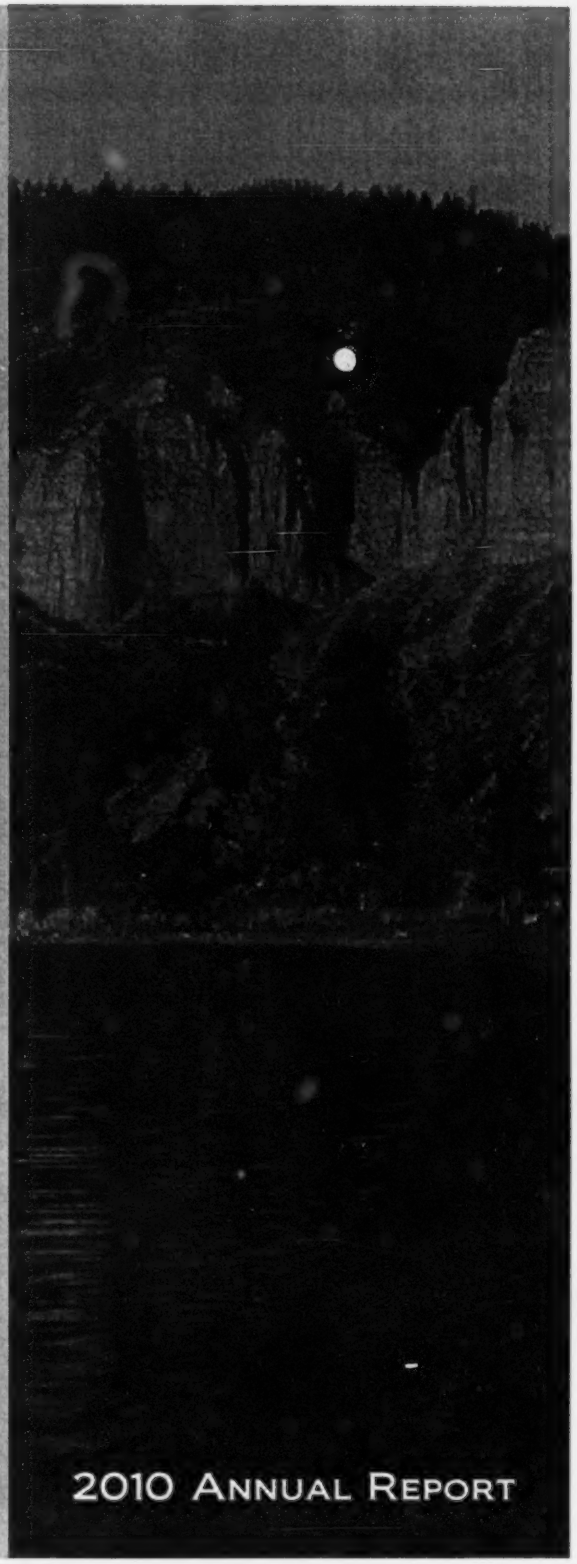
Another of Council priorities was to reduce the City's carbon footprint wherever possible. Staff is very passionate about reducing the City's footprint and continues to look for greener alternatives in all projects. Some of what was implemented last year included the use of recycled and re-purposed materials; installation of new and more efficient light systems resulting in increased energy efficiency; replacement of chillers, boilers and roof top units resulting in reduced gas and electricity consumption; and installation of new digital controls at City Hall and the Library/Museum Auditorium, to name a few.

In conclusion, 2010 was an ambitious and challenging year for Council and staff and the priorities listed above are only a snapshot of what was accomplished. None of this would have been possible without Council's strong leadership and the dedication and commitment of City staff. Together, we are working towards a better, more fiscally responsible governance model that utilizes resources in a more cost effective manner. This, in turn, will provide the City with the financial stability that we strive to provide to the City of Penticton taxpayers.

Annette Antoniak
City Manager

Together, we are working towards a better, more fiscally responsible governance model that utilizes resources in a more cost effective manner.

Corporate Services



Legislative Services

Financial Services

Information Technology

Human Resources

Fire Services

RCMP

2010 Annual Report

Legislative Services

The Legislative Services Department consists of the Clerk's Department, Bylaw Enforcement Department and Dog Control Services. The Clerk's Department is responsible for the legislative, administrative and land administration functions of the *Community Charter* and *Local Government Act* for the City of Penticton.

The City Clerk's Department is also responsible for the preparation, circulation and storage of Council agendas and minutes as well as associated committee minutes, bylaws, reports, agreements and correspondence. Other responsibilities include land acquisitions, dispositions and exchanges, leases, licence to use agreements, restrictive covenants, right-of-way agreements and document registration with the Land Title Office, as well as preparation and distribution of public notices, liquor licences and vending licences.

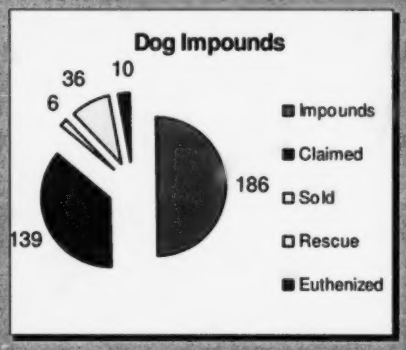
The department administers elections and referendums, provides legal support for staff and Council and provides recording secretary services for Council Advisory Committees and Boards. The Department includes a Manager of Legislative Services/City Clerk/Lands Manager, Deputy City Clerk/Executive Assistant to the Mayor/Freedom of Information and Protection of Privacy Coordinator, four support staff, three bylaw compliance officers and an animal control officer.

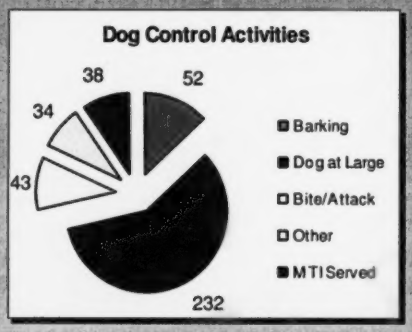
The Bylaw Enforcement Department works to promote compliance with City bylaws with key areas of involvement including property maintenance, traffic and parking, land use issues and noise and nuisance. This service is primarily accomplished through enforcement activity but also includes public relations, education and awareness.

2010 Highlights

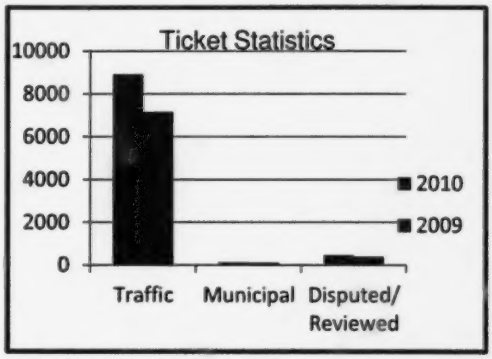
- A comprehensive Valuation of Land for Use of City Lands policy was endorsed by Council, detailing the process for determining values for use of City owned lands. The policy provides consistency and equity, complies with provincial legislation and provides revenue for use of City lands.
- Posting the agenda to the City's web-site with a link to the corresponding Council reports provides Councillors, the media and the public with all of the detailed information that is provided in the Council agenda packages by accessing the City's website.
- The estimated time that each agenda item was dealt with by Council is also posted on the web-site allowing users to go directly to the item of interest rather than scrolling through the entire meeting.
- Providing Council members with the ability to view a motion on the LCD screens located in Council Chambers ensures the motion is correctly worded and Council members are clear what is being voted upon.
- City Hall hours for access by the public were extended by one hour per day commencing March 2010.
- Awarded four (4) year contract for provision of towing services.
- Continue to maximize use and income from City land portfolio.
- Awarded three (3) year contract for Dog Control and Poundkeeper services.
- Prepared 2009 Annual Report.
- Issued Resident Parking Only placards to the residents of the 1400 block of Balfour Street, Leir Street and Manitoba Street.
- Implemented Bylaw Notice Enforcement Bylaw and Bylaw Adjudication System in conjunction with eight (8) other Okanagan municipalities.
- Created a Manager's Schedule in Outlook in an effort to provide better customer service.
- Completed sale and purchase with School Board for lands adjacent to Queen's Park School and Power Street roundabout.
- Completed sale of surplus lands on Industrial Avenue West.

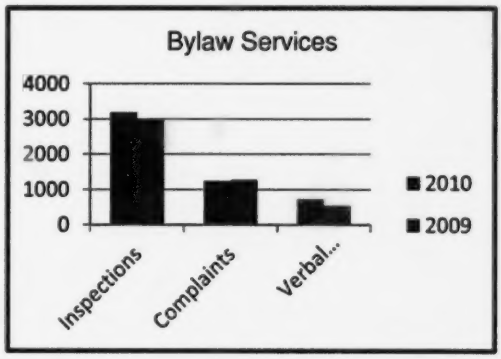
The Dog Control Officer is responsible to enforce City bylaws related to dog matters, dealing with dog attacks and impounding lost or stray dogs until they are claimed by owners or found a new home. The Dog Control Officer also provides short-term "protective custody" for dogs when owners are detained by RCMP or under hospital care due to an automobile accident.





- Completed sale of a portion of City Yards lands to adjacent property owner.
- Completed sale of surplus lands on Hickory Road.





2011 Goals and Objectives

- Complete city-wide records management system training and conversion
- Create a Records Management Policy
- Purchase software to assist with Council and committee agenda, minutes and assigning tasks resulting from meetings
- Run the 2011 municipal council and school trustee election.
- Create a new Dog Control Bylaw
- Resume administration of beach vending
- Prepare 2010 Annual Report
- Host Bylaw Adjudication Sessions as agreed in the partnership agreement

Financial Services

The Finance Division manages all financial services for the City including:

- Financial planning and reporting, both internal and external;
- Financial transaction processing of revenues and expenditures;
- Management and investment of municipal funds;
- Corporate risk management and internal control; and
- Billing and collection of property taxes, utility fees and business licence fees.

2010 Highlights

- $52.5M Property Taxes collected
- Processed 9,500 Homeowner Grant applications
- $33.7M utilities billed to 17,200 clients monthly
- Processed in excess of 114,000 transactions via collections totaling in excess of $73M
- Continue to coordinate joint purchasing with Kelowna, West Kelowna and Vernon
- Tendered in excess of $30M capital works
- Met all statutory deadlines for financial reporting
- Refined tangible capital asset reporting
- Prepare and adopt 2010 financial plan
- Identify and streamlining of department operations to reduce impact to property owners
- Continued improvement of financial transparency
- Implemented public hearings for electric rates

2011 Goals and Objectives

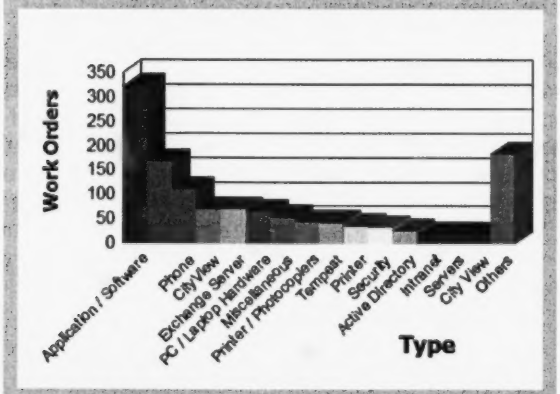
- Research and Implement Financial Accounting and reporting system.
- Systems to be reviewed and changed include: General Ledger, Short and Long Range Planning (Budgeting), accounts receivable, accounts payable, purchasing, requisitioning, work order, financial reporting, fixed asset management.
- Identify solutions with internal users reporting and financial information requirements
- Further promote and enhance web based customer service delivery/payment options
- Introducing MyCity application for online account maintenance for utilities and taxes
- Implementing a payment kiosk located at City Hall to allow residents to perform payment transactions without standing in line.
- Identifying electronic solutions for field staff to record and monitor utility accounts

Information Technology

"Enhancing our City through the use of Technology, for our Customers and Employees"

The Information Technology team brings an enterprise focus to the delivery of IT services and IT-based business solutions to enable the efficiency and effectiveness of City resources. IT promotes a culture of customer service, and provides responsive and value-added delivery of IT services to our customers and partners. We engage the expertise, best practices, and innovation of our employees and outside contractors in the delivery of our services. The IT Department also ensures the protection and privacy of citizen, business, and government information by implementing IT security solutions of uncomprised quality.

The IT Department began a movement towards improved customer service and greater efficiencies in 2010, which included a reorganization of the department. This reorganization has allowed us to focus more resources on our front line technicians, freeing up our senior technicians to focus on more elaborate projects. We achieved a number of significant milestones in 2010, a summary of which is provided on the right.



2010 Highlights

- Updated CFA to latest version, which complies with our standard database software
- Deployed Microsoft System Center Essentials to allow for better management of hardware assets
- Expanded video surveillance system at City Yards and City Hall
- Deployed Panasonic Toughbooks in two fire trucks, one at each Fire Hall
- Support and maintenance of CIS Utility system
- Support and maintenance of Tempest system, including assisting with conversion of business licenses to Tempest
- Support and maintenance of CityView for Development Services
- Implemented new server for web site, increasing response times and processing speed
- Migrated numerous servers off of legacy hardware with minimal service interruptions
- Upgraded CLASS Recreation software to latest version as well as providing maintenance and support of CLASS
- Assisted City Departments with uploading content to www.penticton.ca as well as streaming live video of council meetings, and archiving video for viewing
- Switched printer toner suppliers, resulting in $6,000 of annual savings going forward
- Investigated and deployed Windows 7 as part of annual computer replacement program
- Deployed Wireless LAN Controllers, streamlining our wireless network and improving security
- Developed new database and web application for Engineering to track infrastructure
- Processed 1,233 calls for service, as shown by the graph to the left

2011 Goals and Objectives

2011 promises to be a year of modernization and technological advancement for the City of Penticton. The focus of 2011 will be on delivering more electronic services to our customers as well as updating internal employee resources to more current versions. These objectives will promote increased efficiency and productivity throughout the City. A summary of our objectives for 2011 is as follows:

- Improve our culture of customer service, internally and externally
- Ensure cost effectiveness and efficiencies are achieved through minimal spending
- Improve performance of Internet feed, enabling smoother Council video streaming
- Reduce time spent sealing City correspondence by replacing aging equipment
- Ensure City software systems are at current and supported versions
- Remove dependency on external government agency for core routing abilities
- Refresh City website, focusing on usability and communication
- Establish Enterprise Agreement with Microsoft Canada, to achieve maximum cost savings
- Develop virtualization strategy for servers in accordance with budgetary and climate action initiatives
- Work with Engineering to implement ESRI Geographical Information System
- Undertake annual computer replacement program
- Modernize Council Chambers audio and video equipment and optimize video streaming
- Expand wireless network throughout City buildings
- Deploy Internet filter to ensure policy compliance
- Deploy Calls for Service system to enable workflow tracking and accountability
- Employ suitable technologies to engage citizens and businesses online, reducing demand on front line staff
- Partner with Administration department to utilize social media to increase citizen engagement
- Develop a strategy for facilities maintenance management software in conjunction with the Facilities Department
- Work in partnership with the CFO and Accounting Departments to implement financial productivity software
- Bring the newly renovated Community Centre back online, ensuring state of the art equipment and security standards, while being economically conservative
- Develop and test formal Disaster Recovery Plan, including implementation of redundancy for corporate phone system

Details of these goals and objectives, as well as timelines for their completion, will be provided in the 2011 Annual Technology Plan. This plan will also include numerous IT performance measures that will be tracked in 2011, including network up-time, customer satisfaction, IT accountability, and project deliverables.

Human Resources

The Human Resources Department exists as a staff organization to meet and balance the needs of all our customers by guiding the City through effective and efficient practices, consistent policies, promoting cooperation and trust, and creating innovative programs.

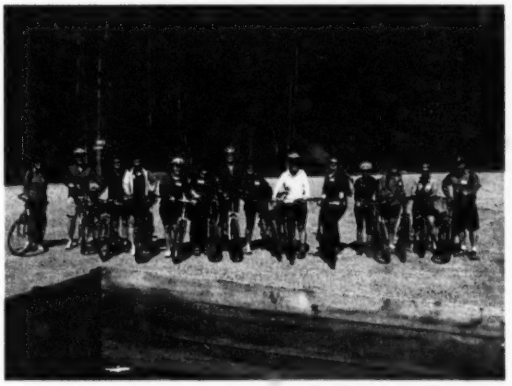
The Human Resources department for the City of Penticton provides a range of consultative services in several areas. The Human Resources department counsels, advises, guides, participates and works closely with its customers - the managers, supervisors and employees of the City in the areas of Labour Relations, Recruitment and Selection, Compensation Management, Employee Relations, Disability Management, Safety and Emergency Preparedness. The department is also responsible for providing employees with health and wellness opportunities through the WOW program (Wellness Opportunities in the Workplace).

2010 Highlights

- Implemented an overall organization restructuring
- Successfully transitioned employees from the closed community centre, into alternate employment
- Conducted employee training sessions including Occupational First Aid, Crane Operators Certification, Confined Space Entry and Rescue, and Forklift Operator
- Enhanced communication channels within the Corporation
- Participated in the West Nile table top exercise in partnership with the Interior Health Authority
- Registered all Emergency Social Services volunteers with Emergency Management of BC
- Successfully relocated the Emergency Social Services reception centre to the convention centre during the Community Centre closure

2011 Goals and Objectives

- Successfully negotiate contracts with CUPE, IAFF and IBEW unions
- Update the City of Penticton's emergency response and recovery plan and provide training to Emergency Operations Centre staff
- Provide training to all staff on City polices
- Work with the City Wellness Committee to promote health and wellness for employees
- Work with all departments throughout the City to maintain a safe working environment and mitigate risks



Fire Department

The Penticton Fire Department provides services to Penticton and the Regional District of the Okanagan-Similkameen. Our services include the following:

Penticton Services:
Emergency Response - fire suppression, pre-hospital medical emergencies (1st Responder Program), motor vehicle incidents, industrial accidents as well as specialized and technical rescues such as high angle, marine and confined space.

Inspection and Investigation - ensuring proper equipment and procedures are in place through education, code compliance and enforcement. Investigations are conducted to better understand the fire cause and to determine how similar situations can be avoided.

Public Education - assisting children, adults, business and industry to become more aware of fire and life safety issues, preventive measures and appropriate emergency responses.

Workplace Safety- for all PFD personnel through training and education to meet National Fire Protection Association standards and WorkSafeBC regulations.

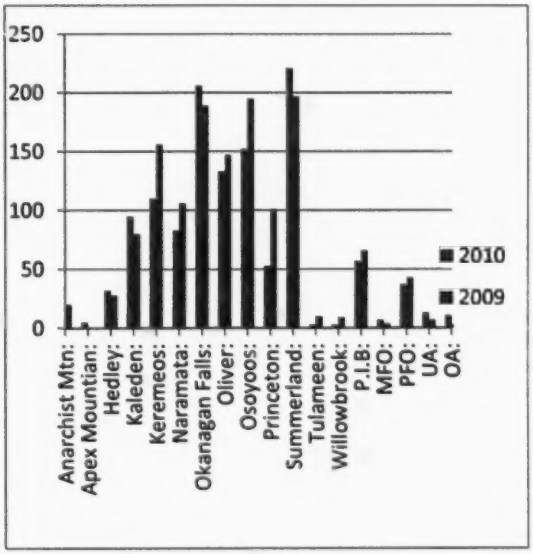
Penticton and RDOS Services:
Emergency Communications- The Regional Fire Dispatch Centre

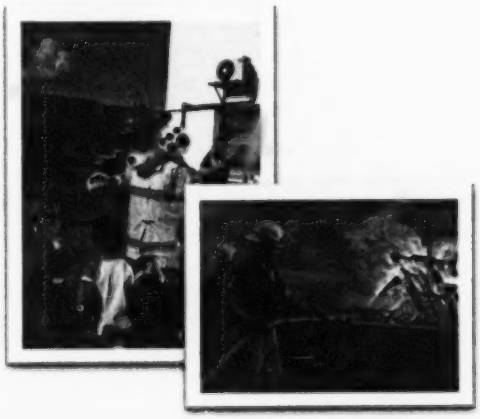
Emergency Response – The PFD provides emergency services outside of Penticton when extrication is required for a motor vehicle incident. The department works closely with the adjacent fire departments, the BC Forest Protection Branch and the Provincial Emergency Program on joint emergency planning and during large scale emergencies such as interface fires and wind storms.

Penticton Fire Department
1911-2011
Serving Our Community for 100 Years

2010 Highlights

- High Rise Training for career and auxiliary firefighters.
- Fire Safety Planning presentations for residents of high rise buildings, targeting older adults and people with disabilities.
- Live fire training prop used for career and auxiliary firefighters.
- Comprehensive safety programming for all ages including the delivery of the Juvenile Firesetter Intervention Program and the NFPA "Remembering When" Fall and Fire Prevention presentations.
- Total calls by region for 2009 vs 2010:





2011 Goals and Objectives

- Continue to evaluate all department operations for efficiency and effectiveness.
- Delivery of fire safety programs for evacuating residents of high rise buildings with emphasis on older adults and people with disabilities or special needs.
- Continue to update the department's Operational Guidelines.
- Complete a Master Plan that will recommend strategies for the development of the Department as well as the locations, and the timing of firehalls and apparatus deployment that will meet contemporary standards of service, and provide direction to the Department for the short, medium and long term.
- Expand the new live-fire training prop at Station 2.
- Evaluate our current radio system with a goal of improving radio communication within the Penticton Fire Department protection area.
- Update the Fire and Life Safety Bylaw.
- Evaluate the fire inspection program to determine the frequency requirements for inspections of all building occupancies.
- Continue to implement the Community Wildfire Protection Plan and seek funding for fuel modification projects on city owned land and parks.
- Establish the specifications needed for the replacement of a fire engine.
- Review of fire protection agreements that are in place and those that are required.

RCMP

Penticton RCMP is committed to delivering effective, responsive and innovative policing to the citizens of our detachment area. Our policing priorities, informed by dialogue with the citizens of Penticton, include ensuring safe roads, reducing the abuse of drugs and alcohol, and improving communication with our clients. The Penticton RCMP, along with our partners and stakeholders, understands that prevention is the key to a healthy community. We also know that these goals cannot be achieved alone, and that it is imperative that we work collaboratively with all community members to ensure that Penticton remains a safe and healthy community.

Through innovative programming and partnerships, a focus on prolific offenders, and the use of crime reduction strategies, the Penticton RCMP are committed to making Penticton the safest, healthiest community in which to live, work and raise a family.

"By focusing our energies not only on enforcement, but on proactive measures of crime reduction and community policing, the Penticton RCMP is reducing crime and victimization throughout our jurisdiction. We are working to be a citizen-centered police service with the recognition that a safe and secure society is the foundation for a healthy, strong and vibrant community"

- Officer In Charge Brad Haugli

2010 Highlights

- Reduction in incidence of violent crime as well as property theft, particularly theft of automobiles (30% reduction from 2009) and thefts from automobiles (9% reduction from 2009).
- Total number of files generated by a group of local individuals identified as chronic nuisance offenders showed marked decreases; in fact, only two of the eight original individuals identified in June 2010 as nuisance offenders remained problematic by the end of the year.
- In an effort to provide the community with current crime trends and to empower citizens to work to prevent crime in their neighbourhoods, the Penticton RCMP began providing a monthly crime map to the media in 2010, offering a visual demonstration of where property crime is occurring in the city.
- In partnership with the South Okanagan Traffic Services and the Integrated Road Safety Unit, Penticton RCMP members conduct regular roadside checks throughout the year. These checks not only aid in taking impaired drivers off the roads but also serve as an opportunity for our members to provide education to the motoring public about safe driving habits.
- Through partnerships with School District 67, the Ministry of Children and Families and Interior Health, we have been successful in securing a grant in the amount of $10,000.00 from the Mounted Police Foundation for the development of the REFLECT Program (Resiliency, Empowerment, Fearlessness, Leadership, Esteem, Connection and Trust). The program is designed to increase self awareness and self-esteem, build communication and healthy relationship skills, and build the emotional capacity of young females between the ages of 13-15.

2011 Goals and Objectives

Penticton RCMP Detachment worked with the community to identify policing priorities to reduce harm caused by the misuse of drugs and alcohol, ensure safe roads for all of our citizens and improve communication with community. The following initiatives have been developed.

- Enhance and contribute to police community relations.
  - Increase opportunities for members to connect with community through active participation in community events and increased use of bike and foot patrols.
  - Continue initiatives that provide opportunity for members to interact with youth, such as the "Reading is Cool" program offered to elementary schools throughout the district.

- Contribute to safe roads.
  - Members are tasked by the Officer in Charge to develop expertise in impaired legislation and charge approval process to expedite the removal of impaired drivers from the road as well as to work with District Traffic Services on focused programs to address unsafe driving behavior.
  - The detachment works with schools and youth groups to ensure that youth are aware of the dangers of combining substance misuse with control of a vehicle.

- Reduce the abuse of drugs and alcohol.
  - Working in collaboration with partner agencies, the detachment focus is identifying possible drug traffickers in the community and ensuring that enforcement action is undertaken.
  - The Community Safety Unit program continues to address high risk behavior in young females and looks to develop a similar program to address high risk behavior in young males.
  - The detachment Crime Analyst provides members with current data on all prolific offenders in the community to allow appropriate action to occur. This may include working with the offenders to ensure that they have access to social support structures that may encourage them to alter their criminal behavior pattern.

Operations Division

Electrical

Engineering Services

Water Treatment Plant

Waste Water Treatment Plant

Public Works

Parks

Fleet Services

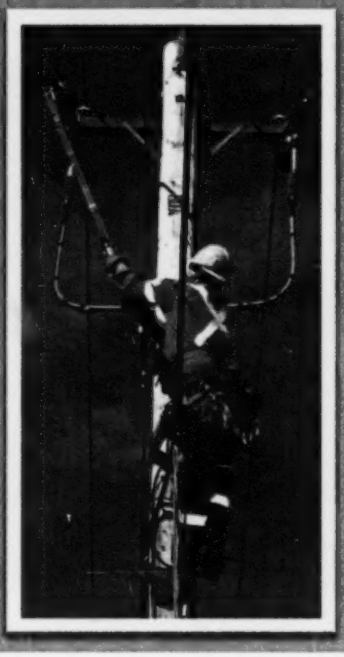
2010 Annual Report

Electrical Division

The Electrical Department is responsible:

- to design, install, operate and maintain the City's electrical power distribution system
- to provide electrical service to residential, commercial and industrial customers within our service area
- to provide engineering design and construction for alterations and extensions made to the electrical utility system and
- to provide revenue metering equipment and meter replacement when due for test under the requirements of Measurement Canada.

In addition, the Electrical Department provides assistance for turn-ons, turn-offs and cut-offs of electrical service and specification, design, layout, installation and maintenance of traffic control systems and equipment and street lighting.



2010 Highlights

- Reached resolution with respect to how to address the Carmi Substation construction project.
- 2010 work completed on system voltage conversion and *will continue into 2011 and beyond.*
- Exceeded goal of 65% completion in 2010 for Automated Meter Reading program. *To be completed end of 2012.*
- Continue Development of Electric Utility Safety Practice Regulations and will *carry over to 2011 as part of the Electric Master Plan work.*
- Completed Rebuild/Upgrade of the Campbell Mountain Line *except for old pole removal and Telus transfer.*
- Completed the Westminster Substation circuits' upgrades. The remaining two will *carryover remainder to 2011.*
- Completed two of the Westminster Substation circuit recloser / breaker upgrades. *Carry over remaining to 2011.*
- Installed an additional 20 LED and 20 LED STI streetlight dimming luminaries.
- Pole maintenance/replacement program - *wood pole check complete and pole replacement commenced. Steel pole protocol developed and pole review commenced. Will carry over to future years.*
- Reached a resolution on retaining the ownership of the Electric Utility.
- Consultant hired and work commenced on an Electric Utility Master Plan.

2011 Goals and Objectives

- Complete a written Policy that sets priorities and maintenance standards for the various aspects of work performed in the Electrical Utility.
- Prepare a quarterly report that compares actual project costs to estimated project costs and use the results to develop better estimates.
- Undertake a process to allow for a cost comparison between what the private sector and what the City would charge for electric work.
- Undertake a survey to determine how Electric Utility customers rate the service provided.
- Complete the Electric Utility Master Plan.
- Integrate the projects from the Electric Utility Master Plan into the 2012 Budget Process.
- Complete the Street Light Pilot study and determine the most economical route to move forward.
- Design and install the Government and Warren Traffic Signal on time and on budget.
- Complete the replacement of #6 copper conductor in the Windsor Lane.
- Complete the second phase of the Electric Meter AMR Program.
- Complete the Westminster Substation circuits and recloser upgrades.

Engineering Services

The Engineering Department is responsible:

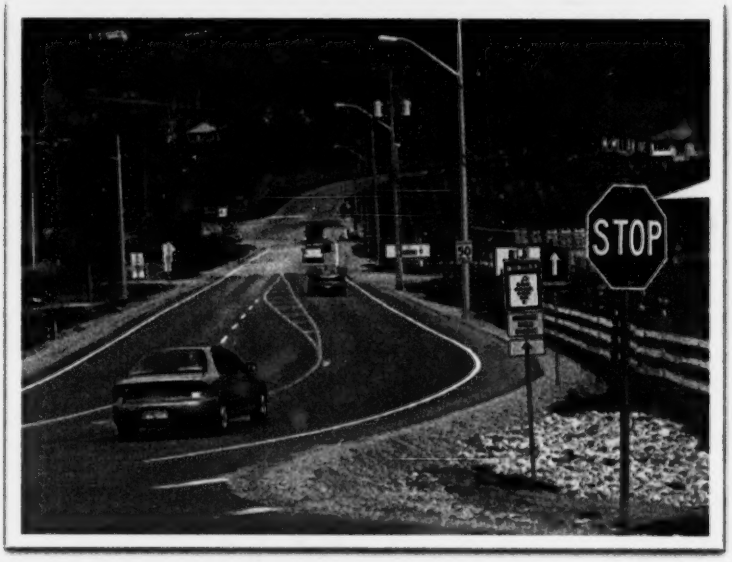
- To provide professional engineering advice;
- Undertake long range infrastructure planning;
- Plan, budget, design and construct infrastructure; and
- Maintain a record of City infrastructure.

2010 Highlights

- Completed the City wide irrigation study *and presented to Council and the Agricultural Committee. Present the report to the irrigation water users and develop a financing model. Carry over to 2011.*
- Background research completed for evaluating City owned land and right of ways and come up with a list of infill projects for implementation, cost same and take to Council for endorsement. Transfer to Land Technician for 2011.
- Review of Earthworks Control Bylaw revealed *only housekeeping changes were required and were addressed through procedural changes and no Bylaw amendment was required.*
- Managed pre-design for expansion of City treated water supply to WBID, support public consultation and follow up with design and construction. *The WBID ratepayers voted against the City supplied water option.*
- Provided support for negotiations with PIB for expansion of City treated water supply to reserve lands.
- Completed design and construction for the 2010 Watermain upgrades.
- Completed design and construction for the 2010 road and lane recapping.
- City wide review of signage and intersection functionality (sight lines, etc). *cancelled, not approved in the budget.*
- Database and methodology developed revise capital budget reporting procedure. *Carry over to 2011 to input data for 2011.*
- Designed and installed a two way left turn lane on Government Street.
- Council endorsed Sanitary Sewer extension to 425 Lower Bench Road. *Construction to be done in 2011*

2011 Goals and Objectives

- Partake in work related to the supply of water to the WBID when and where required.
- Partake in any required engineering work related to servicing of the PIB.
- Work with the RCMP, Schools and PAC to complete the Public Consultation on how to address School Zone signage in the community.
- Amend Traffic Bylaw to better address sidewalk café's.
- Complete the design and move of the Engineering Department to the City yards.
- Work with the Planning Department to complete a servicing study for the North Gateway area.
- Assist the Development Services Department with Development Proposal reviews until all of the engineering related positions are staffed and training has occurred.
- Complete the design for the Riverside and Burnaby area.
- Complete the design for Kinney Avenue Point Intersection.
- Research and develop options for revenue generation from Local Improvement Charges.
- Complete the design and construction of the 50 / 100 mm water main upgrade and the Industrial Area Fire Flow projects.
- Complete the design and construction of the Warren Avenue Water, Storm and Overlay program on time and on budget.
- Complete the design and construction of the City / Penticton Golf and Country Club Storm Water Management system.
- Complete a City Bike Network Plan and amend the OCP and Subdivision and Development Bylaw accordingly.



Water Treatment Plant

A healthy community relies on high quality, pathogen free water for many uses in our daily lives. That is why the City of Penticton chose to build a **water treatment plant**. The treatment decided upon is based on the multiple barrier treatment system. The water treatment plant ensures that the City of Penticton users will continue to have high quality water far into the future.

The plant was recently upgraded and commissioned to increase the peak plant capacity by 47% from 60,000 m3/day to 88,000 m3/day and to better allow for the treatment of highly coloured Penticton Creek as well as low turbidity Okanagan Lake water. These dual water sources provide the City of Penticton with an excellent supply, capacity and operational flexibility. Modern control and instrumentation systems are used to monitor treatment plant operation. The latest supervisory and data acquisition system allows City staff to monitor remote water supply facilities from the water treatment plant. Backup systems are in place to deal with equipment and power failure.

2010 Highlights

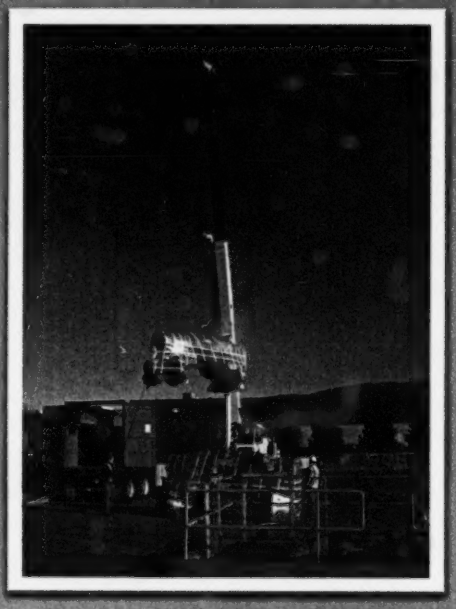
- Expanded collaborative approach on water conservation program delivery methods *with assistance from Fortis and Terasen Gas.*
- Performed site surveys to ensure backflow preventer installations adhere to code with a focus on moderate to high risk applications - *will be an ongoing project.*
- Engaged community in developing water conservation initiatives focusing on relevancy and early adoption with public programs and education.
- Operation of the WBID water system - will be ongoing to 2011.
- Started to optimize water treatment processes upgrades installed in 2009 with a focus on cost effective treatment and delivery of water - *this will carry over to future years.*
- Optimized the re chlorination station at Randolph Road.
- Conducted a feasibility study for heat recovery at the water plant from the lake source.

2011 Goals and Objectives

- Explore efficiencies in the operations at the WTP.
- Explore impacts of WTP operations on AWWTP operations and optimise for both plants.
- Complete a Water Shed Protection plan as outlined in the City of Penticton Water License.
- Complete installation of backwash pump.
- Explore reservoir mixing issues and solutions.

Waste Water Treatment Plant

The waste water treatment plant is designed to treat 18,200 m3/day with a peak hydraulic capacity of 36,200 m3/day. The plant is currently undergoing a $24 million upgrade, which will increase the peak hydraulic capacity to 55,400 m3/day, replace outdated equipment and generate electricity for internal use using waste bio gas. In 2010 the plant the plant treated 4,536 million litres (ML). This is a decrease of 4.6% from 2009.



2010 Highlights

- Continue with the construction of the AWWTP upgrade on time and on budget. Construction scheduled to finish March 2011. Construction on budget with some schedule slippage. Completion estimated for mid 2011.
- Amended Operating Certificate with the Ministry of Environment.
- Design complete and equipment purchased for the Bio Gas energy recovery system.
- Business Plan completed to promote effluent energy recovery for new developments which indicated that it is currently not economical to pursue the project at this time.
- Work with the RDOS to include Oliver and area A and area C to those that bring septic waste to the Septic Waste Receiving Facility. Project endorsed by the RDOS and Council awaiting the result of the Alternative Approval process in the RDOS before proceeding to construction.

2011 Goals and Objectives

- Explore efficiencies in the operations at the AWWTP.
- Optimise staffing and staff structure for upgraded plant.
- Achieve full understanding of new equipment and processes provided in upgrade.
- Complete the contract for the new plant upgrade on budget with minimal schedule slippage.
- Promote Septic Waste handling initiatives with RDOS.
- Explore sludge trucking options.

Public Works

Works & Administration

The Public Works department exists to provide safe, reliable services and planning to promote a healthy environment and vibrant community. The objectives are to provide policy advice to City Council, advice and guidance to the public and cost efficient and effective hard services.

The Works Section of the Public Works Department is responsible for the Operations & Maintenance of:

- The treated and irrigation water distribution system;
- The sewage collection system;
- The storm collection system;
- The compost site;
- Roads;
- Street signage;
- Dam structures; and
- Water metering.

2010 Highlights

- Commenced work on the Public Works Maintenance Policy. Proposed levels of service and standards have been developed and are being validated. It is intended to finalize the Policy in 2011.
- Completed Solid Waste Collection Level of Service Survey as part of an RDOS initiative.
- Tendered and Awarded the next 5 year Solid Waste Collection Contract.
- Upgrading of 800 domestic water meters as per RF program. 2010 objective met, project will continue till 2013.
- Installed approximately 15 domestic meter pits in rural areas.
- Completed transit upgrades from provincial grant of $327,000.
- Installed 16 hydrants as part of the ongoing hydrant spacing program.
- Upgraded Three Mile and Brantford irrigation mains.
- Made enhancements to fire flow in the Industrial area at 4 locations.
- Spruce Place public safety drainage and retaining wall removed due to building permit infraction.
- Made repairs to the paving stones in the high traffic areas of the Convention Center.

2011 Goals and Objectives

- Complete a written Policy that sets priorities and maintenance standards for the various aspects of work performed in the Public Works Department.
- Implementation of new Solid Waste and Recycling Contract including service level changes.
- Work with the RDOS on the completion of the Solid Waste Management Plan.
- Continual Water Meter Upgrading working towards completion of the Radio Frequency Reading Upgrade Program with an annual goal of 800 meters.
- Water Accountability and Billing by installation of a minimum of 15 domestic meter pits in rural areas.
- Fire Protection Improvements – Continuation of Hydrant infill program by the installation of a minimum of 15 new hydrants installed.
- Dam Safety Improvements – Design of Upgrades to Penticton II dam and investigative work at Greyback Dam
- Continued Water Conservation & Risk Mitigation – Annual Leak Detection Program

Parks Department

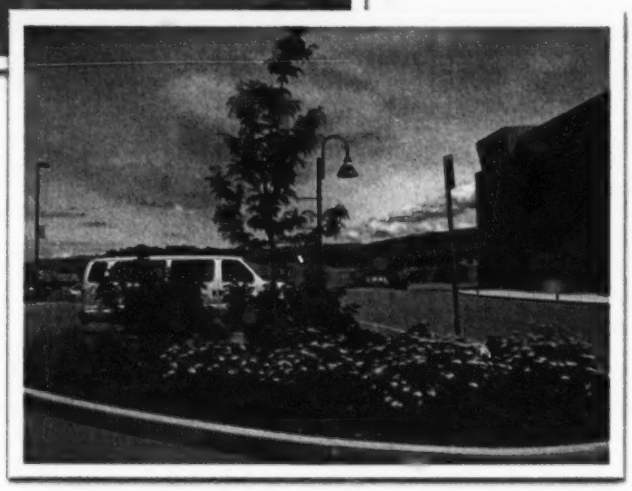
Parks, beaches and trails are an important element of Penticton's superb quality of life, providing beauty and tranquility in the community. Sun seekers can enjoy miles of warm, sandy beaches while water sport enthusiasts will find their every need catered to. Paved walkways and cycle paths along Okanagan and Skaha beaches or the Kettle Valley Railway pathway attract joggers, cyclists and hikers. Lush parks and tennis courts provide endless hours of outdoor fun.

2010 Highlights

- RFP in draft form for Cemetery Services Strategic Master Plan. Carry over to 2011.
- Completed installation of SOEC landscaping.
- Completed Xeriscape brochure for public education.
- Report in draft form to update Parks section of the Master plan. Carry over to 2011.
- Purchased and installed bike racks in various parks to encourage bikes transportation to City parks & beaches
- Worked with local Astronomical Society to install Sunset Markers at Munson Mountain.
- Letter of Understanding has been executed to work with Skaha Rotary Group on Trail Enhancement Project to develop and improve trails in the city.
- Staff continues to monitor pine beetle activity in City and respond accordingly. Data suggests that the severity has been static for past 3 years.
- Continue to search for innovation/efficiency in park operations. Park budget was reduced by $25k as part of the 2010 budget process.
- Canada Goose Hunting provided for within City limits under a permit process.
- A Gazebo design was selected with the Penticton Canadian Italian Society to be installed in Rotary Park.
- Parks staff worked on several projects with the Okanagan Waterfront Enhancement Advisory Committee: Rock groin upgrade project; Esplanade access project; and the Marine facility study.

2011 Goals and Objectives

- Work with SOYSA to determine if there are any possibilities regarding devolution or sharing of services.
- Work with the BMX association to determine options and a recommendation for track expansion.
- Work with the RC Car Club association to find a City owned site that they can use.
- Work with user groups to locate an Off Leash Dog Park.
- Utilize Locomotion Grant for Ellis Creek Trail Head or Alternate Park
- Cemetery Master Plan – Completion
- Completion of Parks Master Plan Update c/w 10 Year Budget Plan
- Implementation of Effluent Irrigation on Various Parks



Fleet Services

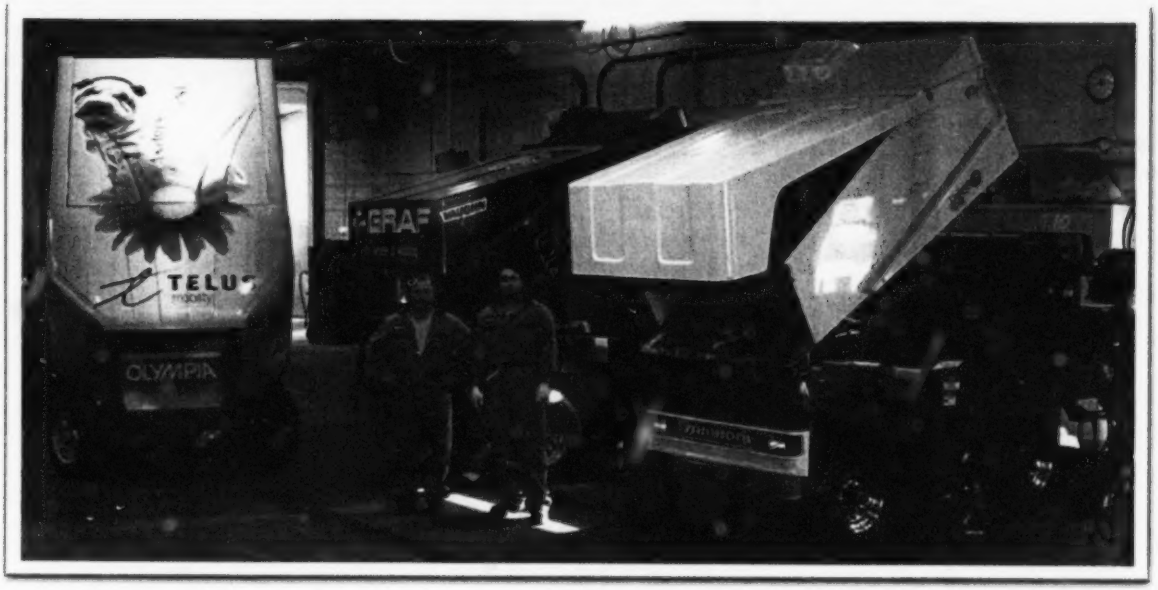
The Fleet area is responsible for the long range fleet planning, maintenance, purchase and disposal for the City of Penticton, the Fire Department, the RCMP and the Regional District of Okanagan Similkameen. A total of 190 pieces of equipment are under the care of the Fleet area.

2010 Highlights

- Implemented a new Idle Free Policy
- Down Sized Fleet as part of the 2010 vehicle purchases in accordance with 2009 Council Endorsed Fleet Review and Down Sizing Strategy. Additional down and right sizing will be done in 2011.

2011 Goals and Objectives

- Continual & Progressive Optimization of the Fleet



Development Services

Building

Planning

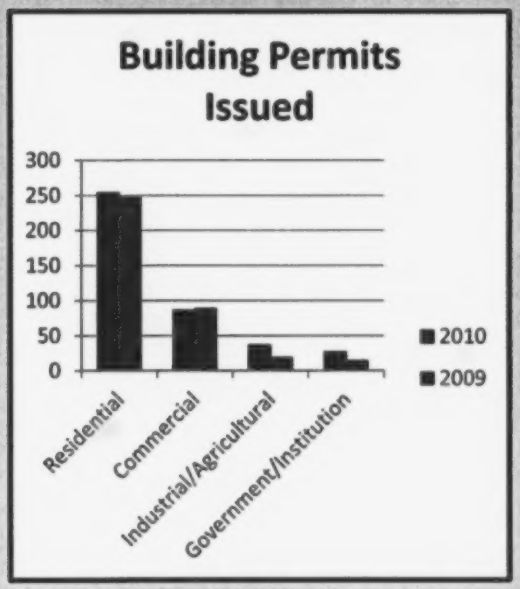
Development Engineering

2010 Annual Report

Development Services

As part of its commitment to provide excellent customer service to the citizens of Penticton and the development community, the Development Services Division underwent significant restructuring in 2010.

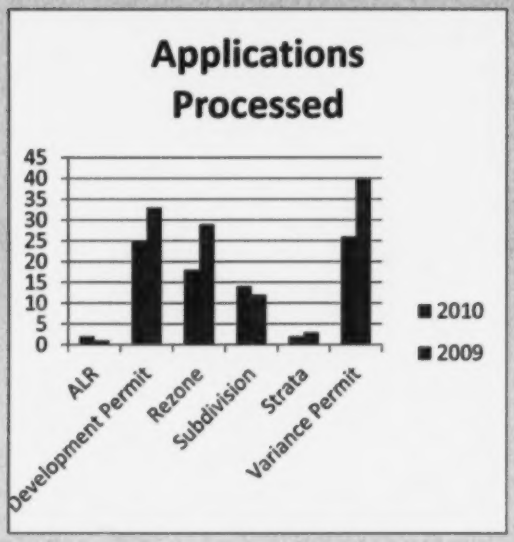
The newly structured division consists of the City's Building, Planning and Development Engineering functions. These departments now deal solely with development within the City of Penticton. In addition to the current development side of things, the division also contains a Long Range Planning branch responsible for long range planning initiatives, climate action planning work and a position responsible for city owned land.



2010 Highlights

- With the recent changes to the division, all staff working on development related applications are now located on the 2nd floor of City Hall. Customers now come to one location for an answer to all development related enquiries.
- Meetings with the development community are ongoing so that barriers to efficient development are discussed and resolved.
- Working with the Development Services Advisory Committee, staff are able to provide the development industry and residents with consistent, timely and accurate information so that applications can be processed in the most efficient manner.
- Planning application numbers in 2010 decreased from those of 2009. Economic impacts have partly been a driver for the lower development activity within the larger forms of developments.
- The City's Long Range Planner is currently in the process of completing a Draft document for the City's first Urban Village Plan being the Skaha /Peachtree Urban Village Plan.
- The City is required to include targets for the reductions of Greenhouse gases in the OCP as established by the Province's Bill 27. Also, since Penticton was a signatory to the Climate Action Charter we are committed to have our operations carbon neutral by 2012.
- The New Zoning Bylaw completed a detailed public consultation phase in mid 2010, with public open houses, meetings with relevant groups and a development community forum held to discuss issues. The New zoning Bylaw is slated for mid 2011 adoption.
- A Draft Neighbourhood Concept Plan for Spiller Road and Reservoir Road area, is anticipated to be presented to Council during the summer 2011.

For the first time in over 5 years, the Development Services Department is fully staffed. Application processing times have improved and delivery of excellent customer service is being achieved. With a very dedicated, knowledgeable and helpful compliment of staff within the Division, the 2nd Floor of City Hall is a great place to work and for the citizens of Penticton and Development Community, a great place to do business.



- 2010 was an outstanding year for the Building Department. A total of 825 building permit application were received and the overall construction value within the City of Penticton for 2010 totalled $94,623,144. The Okanagan College development and the City of Penticton Community Centre were two of the larger building projects under development in 2010; however residential housing starts and industrial developments increased in 2010.

2011 Goals and Objectives

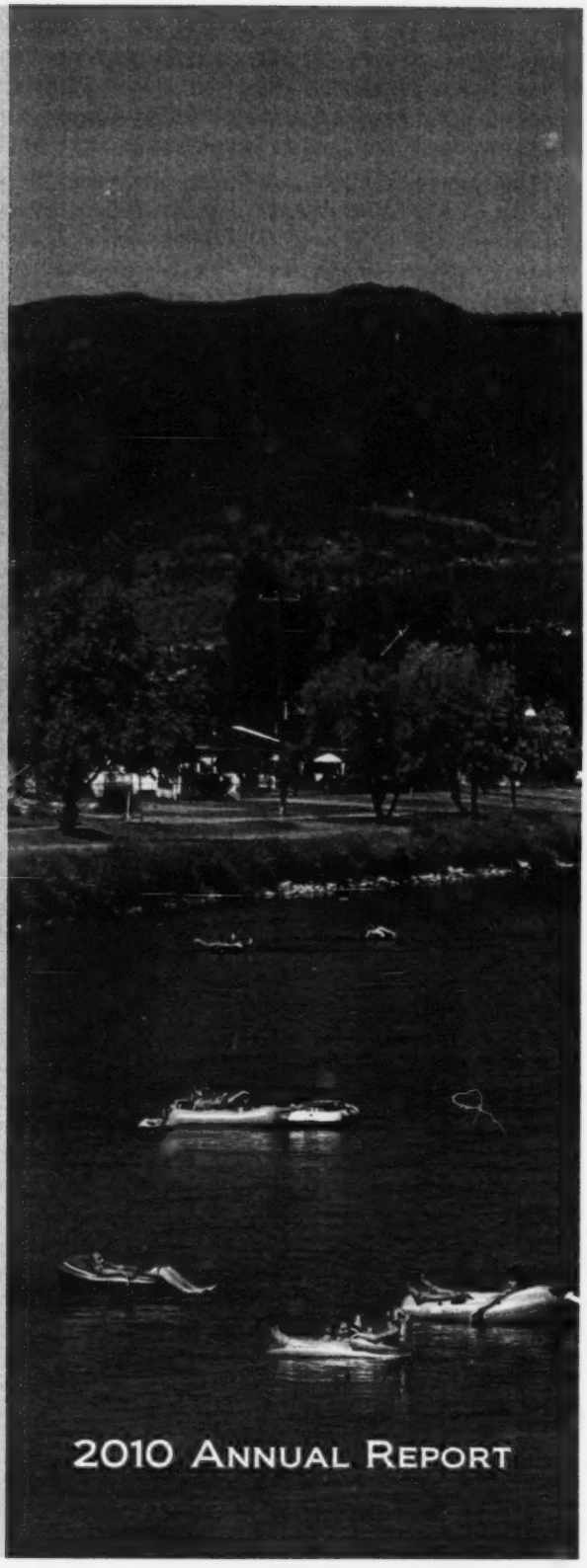
- Continue to enhance the service we provide to customers;
- Reduce unnecessary regulatory functions associated with the development approval process;
- Completion of the new Zoning Bylaw;
- Completion of the new Building Bylaw;
- Completion of the Skaha/Peachtree Urban Village Plan;
- Completion of the Spiller and Reservoir Road Neighbourhood Concept Plan;
- Commencement of the North Gateway Urban Village Plan;
- Implementation of the Climate Action Plan;
- Ongoing improvements to the Subdivision and Development Bylaw; and
- Review and update of Planning Application Fee structure.

Recreation & Culture

Recreation

Museum

Facilities



2010 Annual Report

Recreation Department

The Recreation Department contributes to the quality of life and personal wellness of the community by providing a variety of programs, services and facilities.

This Department operates the City's recreation facilities and, directly or indirectly, provides programming for all age groups in many areas including aquatics, fitness, sports, wellness, arts, culture, skating and general interest.

In 2010, the Recreation Department continued the provision of recreation services to children and youth during the Community Centre closure while pursuing its strategic directions.

2010 Highlights

- The Community Centre closed in March 2010 for the fast-tracked $23.3 million upgrade. Preschool, children and youth programs were delivered by engaging satellite locations around Penticton such as Parkway School, the Boys and Girls Club, MBody Living Arts Centre and the Adidas Sportsplex. In 2010, there were 4190 visits to 330 recreation programs and over 3100 patrons attended public skating sessions.
- Cleland Theatre user groups were assisted with relocation to other venues.
- Recreation Department staff assisted in the development of the FestEvents! Penticton registered society in 2010 to support South Okanagan festivals and events and by sharing and coordinating event resources.
- Two outdoor adventure tourism projects were implemented in partnership with Penticton & Wine Country Tourism and funded by the UBCM Community Tourism Program. The first was the creation of an outdoor adventure stakeholder network and completion of a comprehensive Outdoor Adventure Tourism Strategy for Penticton including website enhancements, updating the Destination Marketing Strategy, and a tourism packaging and product distribution workshop. The second was an Outdoor Adventure Signage Audit and installation of 92 signs along preferred travel routes and pathways directing visitors to Penticton's key outdoor assets.
- A comprehensive public art policy was developed incorporating the best practices from other municipalities, current City policies and engaging community stakeholders. The new policy provides guidelines to assist the community in the overall management of public art assets including acquisition protocols, selection processes, and maintenance procedures.
- Seeking to curb graffiti and improve the overall atmosphere in the Penticton's downtown core, the Recreation Department (through a UBCM grant) provided funding to the Downtown Penticton Association to create the Reimagine Art Festival which

Mission
Through strong leadership, community partnerships and volunteerism, the Recreation Department promotes a healthy community by providing arts, culture, sports and active living opportunities for residents and visitors of Penticton.

Vision
The Recreation Department has a strong and dynamic community presence connecting people, quality facilities and programs making Penticton a diverse, active and culturally rich place in which to live, work and play.

Strategic Directions
Lifelong Active Living
Arts and Cultural Development
Sport Development

resulted in street art in the alleyways of Penticton.

- The hearts@school project delivered healthy lifestyle messages to elementary children and developed a toolkit for teachers to implement in their classrooms. The Grade 6 Health Fair provided a full day of healthy living tips and opportunities to all Grade 6 students in the School District.
- Recreation Department staff worked closely with Bylaw Officers, RCMP and the Youth Park Ambassadors in implementing the new Mandatory Use of Helmets in Skate Parks bylaw.
- The Recreation Department worked with Penticton Wine Country and Tourism to complete Penticton's Sport Tourism Strategy.
- The Recreation Department hosted the 2010 BC Parks & Recreation Association annual provincial Symposium.

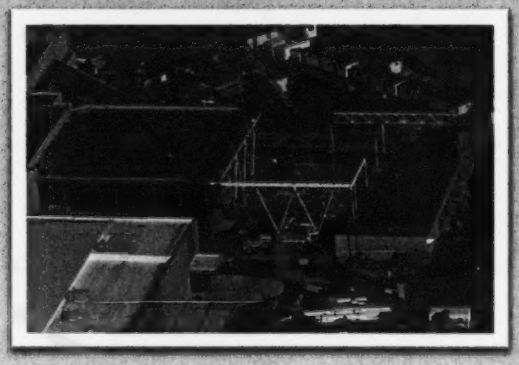
2011 Goals and Objectives

- Complete the Penticton Community Centre Pool Expansion Project.
- Implement new Recreation Department staffing structure and operations.
- Conduct regional market review of pool and fitness room fees and charges and provide recommendations to Council for consideration.
- Work with Global Spectrum and arena user groups as well as conduct a regional market review to develop McLaren Arena fees and charges options for Council's consideration.
- Investigate and implement community partnership opportunities to increase efficiencies in the provision of recreation services.
- Develop new provincially mandated Pool Safety Plan for approval by Interior Health.
- Develop and implement aquatic staff hiring and training plans for the expanded pool facility.
- Optimize on social marketing tools to promote recreation programs and services.
- Review special event and park booking policies and procedures as well as fees and charges and explore new strategies.
- Participate in the Team Penticton Committee and Sport Tourism Committee to strategically work with other community stakeholders in effectively marketing Penticton as a destination location as well as further develop sport and outdoor adventure opportunities in Penticton.
- Explore and implement energy reduction strategies and "green" initiatives within the new Community Centre operations supporting the City's goal of becoming carbon neutral by 2012.
- Explore new opportunities to generate revenue through Community Centre operations.

Facilities Department

Mission Statement
The Facilities Department plans, designs, builds, manages, operates and maintains city owned buildings to ensure Penticton is an attractive and desirable place to work, play and visit and that its municipal facilities set the standard for mid-size cities in BC.

Vision
The Facilities Department vision is to create an atmosphere of shared responsibility in which all employees contribute to the process of continually improving the services to civic and recreational facilities.



2010 Highlights

- Assisted the South Okanagan Tennis Association in reviewing options for the redevelopment of a community tennis facility
- Provided technical support and acted as liaison with contractors and consultants during the Community Centre Aquatic Expansion and renovation.
- Completed demolition and required environmental assessment for Nanaimo Hall facility
- Replaced chiller at City Hall
- Replaced roof top units at Curling Club facility
- Replaced contactors at McLaren Arena
- Renovated Skaha Main and Skaha East public washroom facilities
- Renovated and upgraded floor in Firehall #1
- Implemented improvements to jail cell rooms in RCMP facility

2011 Goals and Objectives

- Continue with energy audits of civic facilities to reduce energy consumption, lower operating costs and help the city meet its Climate Action charter commitment.
- Research options for a computer maintenance management software system to establish a preventative maintenance program.
- Continue to move the Facility Department forward in its role of managing the city's assets through long range strategic planning.
- Upgrade security system at City Yards
- Facilitate process to integrate Engineering Department into City Yards facility
- Upgrade City Hall lobby
- Develop and implement an employee engagement process that addresses additional efficiencies in providing excellent service to public and to other departments
- Pursue training/educational opportunities for management staff

Museum and Archives

The goal of the Penticton Museum and Archives is to provide a platform for public engagement in defining, conserving and managing the heritage values of the community. To meet this objective, the museum has updated its original mission statement to read:

The Penticton Museum strives to deliver professional exhibits, public programs, archival services and collections management practices; with the goal of ensuring cultural and heritage resources are properly managed to ensure they represent a long-term component of Penticton's physical identity and community character.

The mission statement is a long term vision for the museum to meet the heritage preservation obligations required of it as a department within the municipality of Penticton. This strong need for public accountability has therefore ensured the Penticton Museum & Archives has set itself a clearly-defined course for development that meets the objectives of a broad range of stakeholders within the community.

At the outset of 2010, the museum's set of priorities included fulfilling its core functions by installing three temporary exhibits and delivering events related to its Curator Kids Program. In addition, 2010 was to include enhanced artifact & archive collections management through: the inventorying and curatorial updating of the artifact collection; the digitization of the museum's paper-based collections and archives data; and the re-engineering of the museum's storage areas.

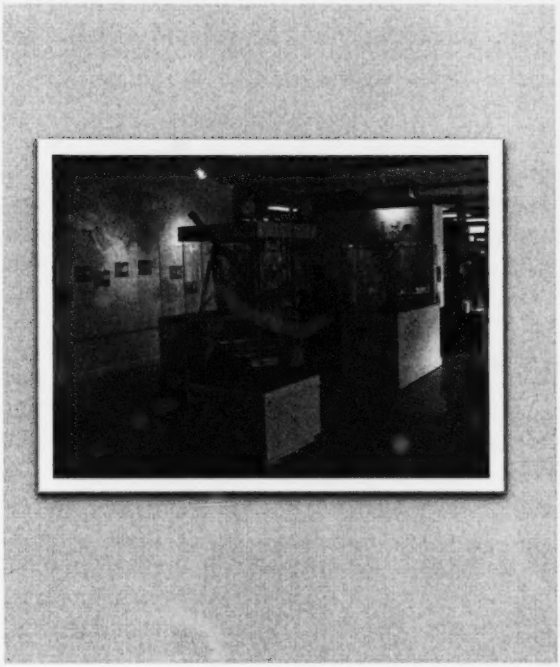
2010 Highlights

Exhibits

- *Stars Alive! Stargazing through the Ages* - exhibit celebrated the International Year of Astronomy in 2009 and the important work conducted by the White Lake Observatory.
- *Foundations: The history of construction in Penticton* - exhibit explored and documented the key people, events, builders and buildings that featured in Penticton's growth from a ranching township to the city it is today.
- *Bravo Zulu: Celebrating Canada's Naval Centennial* - exhibit located at the SS Sicamous Maritime Museum featuring 100 year history of Canadian navy.

Offsite exhibits & projects

- *Step in My Boots!* Olympic winter sports exhibit at SOEC & Cherry Lane Mall
- *Valour Remembered.* Presentation & exhibit in honour of local WWI veterans.
- *Re-Imagine Shatford Multi-media exhibit.* In support of ReImagine mural festival in Sept.
- *Art Moderne Tours.* Research and tour project of Art Moderne architecture
- *'Cruisin' the Strip' Heritage Map.* Development of heritage tourism booklet & website.
- *Reading the Past.* Hands-on programming and exhibit on the history of writing.
- *Honouring Lt Col Chapman.* In honour of local officer in BC Dragoons.
- *Penticton Fire Dept Centennial.* Creation of exhibit marking Fire Dept centennial in 2011.
- *Archives in the Arts.* Host series of archival workshops for local arts and cultural groups.
- *Syilx Women.* Exhibit partnership with En'owkin Centre to highlight role of local native women.
- *Building Penticton.* Teacher-training workshop with UBC-O on historical buildings in Penticton.
- *Penticton's Sports Hall of Fame.* Sports exhibit at SOEC during NHL Young Stars in Sept.
- *Pen High School Reunions.* Exhibits featuring High School memorabilia for '55-'60 alumni.



Programs

- *Curator Kid Program.* Hands-on family programs delivered on local history and science.
- *School programs* (custom & generic) for grades K to 10 on local issues.
- *Brown Bag Lecture Series.*Weekly guest lectures.
- *Remembrance Week Event* Film series in November.

Collections & Archives

- Installation of new collections info database.
- Inventory, research and cataloging of Lithic, Electronics, Sports & Camera artifact collections.
- 11,500 photographs saved into database.

2011 Goals and Objectives

- Installation of temporary exhibit ***Medium & Message: Early broadcasting history of Penticton*** from April – July 2011 in Atkinson Gallery.
- Installation of temporary exhibit ***Aqua: The story of water in Penticton*** from July - December 2011 in Atkinson Gallery.
- Installation of permanent exhibit ***Penticton Fire Department at 100*** in Fire Hall #1.
- Deliver 35 school programs & up to 20 ***Curator Kid*** programs in & outside of museum.
- Deliver programs related to heritage and history with community partner organizations, including; Connecting Generations, Pen High 100th Anniversary, Shatford Centre exhibits, SS Sicamous Museum projects and South Okanagan Heritage Alliance events.
- Continue inventorying, upgrade and preservation work of museum's collections, including entry into digital files and database.
- Continued renovation of museum's collection storage spaces and shelving systems to meet contemporary curatorial standards.
- Continued delivery of popular programs, such as Brown Bag lectures, Remembrance Film series, exhibit panel discussions and heritage tours of the community.
- Enhanced service delivery of archival and artifact research requests.
- Pursue revenue & grant generating opportunities through partnerships & operational efficiencies.

Schedule A